

Attachment A
to
RFP No. 4271

ITS Project No. 44715

Technical Requirements
Homeowner Resiliency Mobile
Application

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A. Vendor Qualifications

1. **Mandatory:** Vendor must be capable of and have previous experience in web and interactive mobile application development for projects of similar size and scope. Vendor must submit three references, in the format provided in Section IX of RFP No. 4271, that substantiate Vendor's experience in projects of similar size and scope.
2. Vendor must highlight any expertise and knowledge of Gulf Coast hazards such as hurricanes, flooding, storm surge, high winds, and tornadoes. Because MDMR is seeking a vendor experienced in Gulf Coast hazard mitigation and homeowner resilience, more value will be placed on project descriptions and references that substantiate such experience.
3. Vendor must have been in the business of providing such solutions for at least the last three years. Be specific in describing prior experience and prior efforts to build the specific knowledge base required to meet the requirements of this RFP.
4. Vendor must be capable of evaluating and enhancing the content of the handbooks to improve homeowner safety and resiliency in the event of Gulf Coast hazards and natural disasters such as hurricanes, flooding, storm surge, high winds, and tornados. So that MDMR can evaluate your ability to meet this requirement, provide details that substantiate an extensive knowledge of gulf hazards and natural disasters.
5. Vendors must be knowledgeable about homeowner's flood and storm risk mitigation and the National Flood Insurance Program. So that MDMR can evaluate your ability to meet this requirement, provide details that substantiate such knowledge and experience.
6. Vendor must provide an introduction and general description of its company's background and years in business providing vendor hosted, mobile applications.
7. Vendor must specify the location of the organization's principal office and the number of executive and professional personnel employed at this office.
8. Vendor must specify the organization's size in terms of the number of full-time employees, the number of contract personnel used at any one time, the number of offices and their locations, and structure (for example, state, national, or international organization).
9. Vendor must disclose any company restructurings, mergers, and acquisitions over the past three (3) years.
10. Vendor headquarters must be located in the United States and must provide U.S. based customer support.

B. Vendor Implementation Team

11. Vendor must demonstrate that all team members have the necessary experience for design, installation, implementation, training, and support of the services required by this RFP. Identify the primary, key staff members who will be responsible for the execution of the various aspects of the project, including but not limited to project management, development, implementation, testing, and training.

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12. Describe team member roles, functional responsibilities and experience with projects similar in size and scope to the services required by this procurement.
13. For each team member assigned to the design and implementation of this project, provide a resume or a list of qualifications that shows their ability to perform the services described in this RFP. Indicate years of experience and length of employment with your company.
14. Vendor must ensure that each team member assigned to this project has the ability to communicate clearly in the English language, both verbally and in writing.
15. Vendor must be capable of providing a Quality Management Plan (QMP) and/or a Quality Assurance Project Plan (QAPP) and must agree to provide such if required by MDMR.

C. Project Management Plan

16. Vendor must submit with his response, a preliminary Project Management Plan including but not limited to tasks (all phases), estimated hours per task, major project milestones, quality assurance checkpoints, etc. and provide an estimated timetable detailing all phases of implementation from the point of contract execution through user testing, completion of go-live, final system acceptance, and Resiliency Team user training. For planning purposes, assume a go-live deadline of September 01, 2021. Post award, and prior to implementation, MDMR and the Vendor will update the plan as appropriate. All such plans are subject to approval by MDMR prior to continuation of the project.
17. Upon award, the Vendor and MDMR will jointly modify the proposed plan as appropriate to meet implementation objectives. MDMR expects the Vendor to work with the MDMR Project Manager to ensure effective project management during all phases.
18. Vendor will be responsible for any integration, migration, or implementation issues that may arise during implementation.
19. As it relates to this procurement and MDMR's expectation that the Vendor will work remotely during all phases of the project, state all Vendor assumptions or constraints regarding the proposed solution and overall project plan, timeline and project management.
20. Identify any potential risks, roadblocks, and challenges you have encountered in similar implementations that could negatively affect a timely and successful completion of the project. Recommend a high-level strategy that MDMR can take to mitigate these risks.
21. The implementation plan must include multiple environments, including Development, User Testing, and Production.
22. In the user testing environment, all customizations, integrations, and interfaces must be tested and validated.

D. General Requirements

23. Vendor must convert the content of the latest versions of each gulf state's handbook to an interactive, vendor-hosted mobile application.

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24. The CHRA must accommodate the following existing handbooks/languages: Alabama/English, Florida/English, Louisiana/English, Mississippi/English, Texas/English, and Texas/Spanish.
25. Vendor must agree to provide future translations as required by MDMR. For example, the State of Louisiana will add a Vietnamese translation in the near future. Note that additional languages require substantial app-specific translation work beyond what is in the existing/updated handbooks. For example, each interactive function such as, *add to my shopping list*, must be translated.
26. Proposed solution must make the handbooks more actionable, relevant to users, current, updatable, engaging, and easy to distribute. Describe how the proposed solution will meet these requirements.
 - a. Vendor must update the mobile application with content provided by MDMR.
27. iOS and Android apps must be designed to provide updated functions and content to mobile users so that they will always have access to the most up-to-date content.
28. Current handbooks contain numerous homeowner resiliency tools which are customized to each State for the benefit of its users. The proposed solution must replicate all existing functionality and tools, including any interactions among the functions.
29. Vendor must agree to develop the proposed solution with popular and widely used open source frameworks.
30. Vendor must agree to work with MDMR IT to discuss/establish software development platform/methodologies, etc.
31. Vendor must provide a solution architecture as part of his proposal.
32. Application must adhere to modern software development best practices such as source control and hosting via Git/GitHub, Unit testing, etc.
33. Vendor must agree that MDMR will have access to repository and build instructions.
34. Vendor must agree that an application source code review will be provided shortly after go-live and at appropriate intervals during the life of the project.
35. The proposed solution must follow all recommended technical, design, and quality guidelines set forth by Apple iOS (developer.apple.com/) and Android OS (developer.android.com).
36. The proposed solution must use standard controls and layout systems and must be easily accessed by those using a screen reader or other accessibility methods.
37. Vendor must agree to provide a beta version of the proposed solution for review during the development process.
38. The proposed solution must accommodate the handbooks for each of the five participating states in one application. Proposing Vendors must provide a high-level description of how their proposed solution would accommodate this requirement. For instance, do you recommend introductory menus from which users select the desired handbook, or should the app rely on the user's native location services? MDMR is expecting best practice application elements and will take an active role in making such decisions.

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39. The proposed interactive solution must capture agreed upon metrics for the purpose of determining user engagement, response times, in-app feedback, event tracking, user interaction with important features, and all other measures common to applications of similar size and scope.

E. Functional Requirements

40. Proposed solution must include an initial interface for selecting the appropriate language.
41. Proposed solution must filter content based on the state (location), types of hazards, activities (preparation, hazard information, insurance, etc.) and other similar topics.
42. Proposed solution must include an initial table of contents and a touch link for selecting specific menu sections.
43. Proposed solution must include a mechanism for saving progress or pages read.
44. Proposed solution must include a mechanism for bookmarking sections and pages.
45. As much as possible, the proposed solution must maintain the look and feel of the current handbook and maintain the content integrity of the current print handbooks.
46. Regarding content updates, Vendor must propose a solution for maintaining synchrony between the printed handbook and the mobile application, recognizing that MDMR has limited resources for such efforts.
47. Proposed solution must adhere to the functional design guidelines of MDMR and the GOMA Resiliency Team.
48. Proposed solution must include a mechanism for sharing handbook content to popular and common social networks.
49. Proposed solution must include a mechanism for creating checklists and shopping lists based on the content of the handbook. These lists must be printable, shareable, and exportable to text format.
50. Proposed solution must include a mechanism for retrieving and displaying location-based alerts from the National Weather Service (NWS), Federal Emergency Management Agency (FEMA), Environmental Protection Agency (EPA), and the National Oceanic and Atmospheric Administration (NOAA).
51. Proposed solution must include a mapping function for a commonly used base map, such as Google Maps, and must be capable of displaying relative handbook information on the map.
52. Vendor must be responsible for all integrations and interfaces necessary for interaction with the CHRA.
53. Proposed solution must include a comprehensive search function, allowing users to search specific text and images throughout the handbooks.

F. User Interface and User Experience

54. MDMR intends for the user interface and user experience to encourage use of the application. For that reason, it is imperative that the proposed solution be easily accessed, understood, and navigated by the users. MDMR will rely on the Vendor's

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expertise in this area, but Vendor must acknowledge and agree to the minimum design and performance guidelines in this section.

55. The proposed solution must follow all recommended technical, design, and quality guidelines set forth by Apple iOS (developer.apple.com/) and Android OS (developer.android.com).
56. Vendor agrees to work with MDMR to prioritize the CHRA features to focus on the most important core objectives for homeowner resilience.
57. Proposed solution must prioritize content so that user screens are not cluttered with too many choices or interactions.
58. Vendor agrees to make navigation self-evident to the user by using familiar navigation controls. User paths must be logical and clear, with consistent navigation controls throughout.
59. Vendor agrees to make screen text legible for users to reduce frustration and eye strain.
60. Where feasible, Vendor agrees to use common, familiar screens such as *Getting Started* and *What's New*.
61. For interactive features, Vendor agrees to make touch targets easily seen and touched by users. Controls must be big enough to be accurately tapped with a finger.
62. For interactive features, the Vendor agrees to provide visual feedback so that users know when content is loading, or when their request is being processed. Examples are spinning loading indicators, interactive elements that highlight when tapped, etc.
63. Vendor agrees to keep interactive elements predictable and familiar to enhance user experience.
64. Vendor agrees to break tasks down into small pieces that are not too complex and overwhelming to the user.
65. Vendor agrees to give users as much feedback as possible in the event that an error occurs while they are using the app.
66. The proposed solution must include context sensitive help for mobile users.
67. Vendor must agree to keep the user interface updated in relation to the CHRA application updates and/or iOS and Android software updates.
 - a. The Proposed solution must work for at least two previous revisions of iOS and Android operating systems.

G. CHRA Mobile App Performance

68. Proposed solution must adhere to performance guidelines as set forth by Apple iOS (developer.apple.com/) and Android OS (developer.android.com).
69. Vendor agrees to provide a structured mobile performance testing plan based on common mobile app performance testing best practices with their proposal response.

H. Product Updates

70. Describe your release management methodology and processes for updating iOS and Android apps for all types of releases and upgrades, including but not limited to:
 - a. Security Updates;

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- b. System Maintenance;
- c. System Enhancements; and
- d. User Interface.

71. Enhancements and updates must be included with annual maintenance fees, as proposed in RFP No. 4271, Section VIII, Cost Information Submission.

I. Software Administration and Security

72. Proposed solution must provide vendor hosted, automatic data backup. In addition to having vendor hosted data backup, MDMR must be able to create and maintain an off-cloud backup at MDMR's site, or Vendor must provide same to MDMR on a specified, recurring basis.

73. Proposed solution must adhere to all current, relevant security and privacy standards.

J. Cloud or Offsite Hosting Requirements

74. Data Ownership - The State shall own all right, title and interest in all data used by, resulting from, and collected using the services provided. The Vendor shall not access State User accounts, or State Data, except (i) in the course of data center operation related to this solution; (ii) response to service or technical issues; (iii) as required by the express terms of this service; or (iv) at State 's written request.

75. Data Protection - Protection of personal privacy and sensitive data shall be an integral part of the business activities of the Vendor to ensure that there is no inappropriate or unauthorized use of State information at any time. To this end, the Vendor shall safeguard the confidentiality, integrity, and availability of State information and comply with the following conditions:

- a. All information obtained by the Vendor under this contract shall become and remain property of the State.
- b. At no time shall any data or processes which either belong to or are intended for the use of State or its officers, agents, or employees be copied, disclosed, or retained by the Vendor or any party related to the Vendor for subsequent use in any transaction that does not include the State.

76. Data Location - The Vendor shall not store or transfer State data outside of the United States. This includes backup data and Disaster Recovery locations. The Vendor will permit its personnel and contractors to access State data remotely only as required to provide technical support.

77. Notification of Legal Requests - The Vendor shall contact the State upon receipt of any electronic discovery, litigation holds, discovery searches, and expert testimonies related to, or which in any way might reasonably require access to the data of the State. The Vendor shall not respond to subpoenas, service of process, and other legal requests related to the State without first notifying the State unless prohibited by law from providing such notice.

78. Termination and Suspension of Service - In the event of termination of the contract, the Vendor shall implement an orderly return of State data in CSV or XML or another mutually agreeable format. The Vendor shall guarantee the subsequent secure disposal of State data.

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- a. Suspension of services: During any period of suspension of this Agreement, for whatever reason, the Vendor shall not take any action to intentionally erase any State data.
 - b. Termination of any services or agreement in entirety: In the event of termination of any services or of the agreement in its entirety, the Vendor shall not take any action to intentionally erase any State data for a period of 90 days after the effective date of the termination. After such 90 day period, the Vendor shall have no obligation to maintain or provide any State data and shall thereafter, unless legally prohibited, dispose of all State data in its systems or otherwise in its possession or under its control according to National Institute of Standards and Technology (NIST) approved methods. Within this 90 day timeframe, Vendor will continue to secure and back up State data covered under the contract.
 - c. Post-Termination Assistance: The State shall be entitled to any post-termination assistance generally made available with respect to the Services unless a unique data retrieval arrangement has been established as part of the Service Level Agreement.
79. Background Checks - The Vendor warrants that it will not utilize any staff members, including sub-contractors, to fulfill the obligations of the contract who have been convicted of any crime of dishonesty. The Vendor shall promote and maintain an awareness of the importance of securing the State's information among the Vendor's employees and agents.
80. Security Logs and Reports - The Vendor shall allow the State access to system security logs that affect this engagement, its data, and/or processes. This includes the ability to request a report of the activities that a specific user or administrator accessed over a specified period of time as well as the ability for an agency customer to request reports of activities of a specific user associated with that agency. These mechanisms should be defined up front and be available for the entire length of the agreement with the Vendor.
81. Contract Audit - The Vendor shall allow the State to audit conformance including contract terms, system security and data centers as appropriate. The State may perform this audit or contract with a third party at its discretion at the State's expense.
82. Sub-contractor Disclosure - The Vendor shall identify all of its strategic business partners related to services provided under this contract, including but not limited to, all subcontractors or other entities or individuals who may be a party to a joint venture or similar agreement with the Vendor, who will be involved in any application development and/or operations.
83. Sub-contractor Compliance - The Vendor must ensure that any agent, including a Vendor or subcontractor, to whom the Vendor provides access agrees to the same restrictions and conditions that apply through this Agreement.
84. Processes and Procedures - The Vendor shall disclose its non-proprietary security processes and technical limitations to the State so that the State can determine if and how adequate protection and flexibility can be attained between the State and the Vendor. For example: virus checking and port sniffing — the State and the Vendor shall understand each other's roles and responsibilities.

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85. Operational Metrics - The Vendor and the State shall reach agreement on operational metrics and document said metrics in the Service Level Agreement (SLA). At a minimum the SLA shall include:
- a. Advance notice and change control for major upgrades and system changes
 - b. System availability/uptime guarantee/agreed-upon maintenance downtime
 - c. Recovery Time Objective/Recovery Point Objective
 - d. Security Vulnerability Scanning

K. User Acceptance Testing

86. Vendor agrees to conduct User Acceptance Testing (UAT) to prove that the CHRA fully meets the requirements of RFP No. 4271. Vendor agrees that UAT will include all reasonably expected events, such as full backup and restore.
87. Vendor must agree to regular status meetings with the MDMR project management team to review progress on UAT. Vendor agrees to submit meeting agendas, presentation materials, and subsequent meeting minutes.
88. Vendor must submit a preliminary, comprehensive UAT plan to demonstrate Vendor's ability to conduct CHRA user acceptance testing.
89. Vendor's UAT plan must incorporate the following minimum components:
- a. UAT Test Procedures and Methodologies;
 - b. UAT Test Report; and
 - c. Training Materials;
90. Upon award, Vendor agrees to finalize the preliminary UAT plan with input from the MDMR project team.
- a. Vendor agrees that the final UAT plan requires approval from MDMR.
 - b. Vendor agrees that MDMR expects to witness the execution of the UAT.
 - c. Vendor agrees that MDMR retains the right to determine UAT entrance and exit criteria as well as the success or failure of individual UAT tests.
 - d. Vendor must provide the facilities, equipment, and personnel to support the services identified in UAT.
91. Vendor must agree to provide the equipment and personnel to identify and resolve discrepancies of the Vendor delivered system(s). Vendor must agree to take corrective measures at no additional cost to MDMR when such discrepancies result in a failure of the Vendor-delivered system(s).

L. Customer Support

92. Vendor must commit to maintaining relative and appropriate support for all software components.
93. For critical issues, MDMR must have direct access to a service representative during regular business hours Monday-Friday from 8:00 am to 5:00 pm Central Time. All such support must originate in the Continental United States and all support personnel must be able to communicate clearly in the English language.

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94. Vendor must disclose instances where a third party or sub-contractor is being used for any portion of customer support services, including the intake of reported problems.
95. Vendor must keep the appropriate MDMR management and technical support staff updated on the status of trouble resolution.
96. Vendor agrees to provide adequate training for the effective access and use of support services as requested by the State.
97. Vendor agrees to provide always-updated documentation of all support processes.
98. Upon implementation, Vendor is required to provide complete documentation of all support processes and keep it updated at all times. Web-accessible format is acceptable to MDMR.
99. Describe your policies and procedures for notifying users of scheduled maintenance, unscheduled maintenance, emergency maintenance, downtime, system errors, or degraded performance.
100. Proposed solution must maintain a 99% availability rate, exclusive of scheduled maintenance and required repairs.
101. Describe how new functions and features are released and how much control clients have over which new features are implemented.
102. Vendor must provide technical support for at least 100 hours for twelve months at no additional cost to MDMR.

M. Issue Tracking

103. The Vendor shall use an industry standard tracking system to thoroughly document issues and requests for MDMR.
104. Describe how operational trouble issues are submitted, prioritized, tracked, and resolved.
105. Describe how user support issues are requested, prioritized, tracked and resolved.
106. Detail your escalation procedures for responding to trouble tickets, software performance, and user support issues.

N. Service Level Agreements

107. MDMR requires notifications of service outages or degraded performance. The Vendor shall communicate notifications via a support ticket, email, telephone call, or by all three methods, depending upon the severity of the situation. Upon service restoration, the provider shall provide fault isolation and root-cause analysis findings in restoration notices to MDMR points of contact.
108. The Vendor must provide a work effort estimate once a root-cause analysis is complete and be willing to expedite issues which rate “Critical” or “Severe” depending on the root-cause.
109. The provider shall follow the problem severity guidelines specified in Table 1 for assigning severity levels for incident creation.

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Table 1 - Deficiency Priority Levels

Priority Level	Description of Deficiency	Response Timeframe	Resolution Time
1 Critical	System is down (unscheduled downtime) or is practically down (e.g., extremely slow response time) or does not function at all, as determined by MDMR.	One hour from intake	Eight consecutive hours from intake
2 Severe	A component of the solution is not performing in accordance with the specifications (e.g., slow response time), its core functionality is not available, or one of system requirements is not met, as determined by MDMR.	Four hours from intake	24 hours from intake
3 Moderate	A component of the solution is not performing in accordance with the specifications; there are unexpected results, moderate or minor operational impact, as determined by MDMR.	24 hours from intake	14 business days from intake
4 Low	As determined by the State, this is a low impact problem, that is not significant to operations or is related to education.	48 hours from intake	Resolve educational issues as soon as practicable by Vendor. Low impact software or operational issues to be resolved by next version release or six months, unless otherwise agreed to by MDMR and Vendor.

O. Remedies for Failure to Meet Service Levels

110. Vendor agrees that service credits will accrue for unscheduled downtime, including Vendor's failure to meet system availability requirements or response time requirements for curing deficiencies.
111. For purposes of assessing service credits, response timeframes will be measured from the time the Vendor is properly notified until the State determines that the deficiency has been resolved.
112. For purposes of assessing service credits, Vendor agrees that credits will be measured in monthly cumulative minutes for unresolved deficiencies and unscheduled downtime.
113. Vendor agrees that Priority Levels 1 and 2 response time deficiencies will be considered unscheduled downtime and will entitle MDMR to service credits in accordance with Table 2, Service Credit Assessments.

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114. Without limiting any other rights and remedies available to MDMR, Vendor agrees to issue service credits in accordance with the measures prescribed by Table 2, Service Credit Assessments.
115. Vendor agrees that service credits will be calculated separately for each applicable deficiency and will be assessed at the end of each month of system maintenance.
116. Vendor agrees that after 30 days of continued, deficient response time, according to the SLA, MDMR will consider the conditions to be equal to unscheduled downtime and the service credits in the Table 2 will go into full force and effect.
117. Vendor agrees that service credits are not penalties and, when assessed, will be deducted from the State's payment due to the Vendor.

Table 2 – Service Credit Assessments

Length of Continuous Unscheduled Downtime	Service Credits
1 to 4 hours	One day of Service Credits equal to 1/30th of Monthly Fees
4 to 48 hours	Two days of Service Credits equal to 1/15th of Monthly Fees
48 to 96 hours	Five days of Service Credits equal to 1/6th of Monthly Fees
Each additional block of 96 hours thereafter	Additional Five days of Service Credits equal to 1/6th of Monthly Fees

118. Vendor's Cost Submission Summary (Section VIII of this RFP) must specify costs to provide the proposed support on an annual basis for up to three years.

P. Warranty

119. The warranty period is a one-year period during which the Vendor must warrant, at no cost to MDMR, all work performed as stated in RFP No. 4271 and Attachment A thereto, Vendor's proposal, and any subsequent Statement(s) of Work. The warranty period must include the necessary Vendor support to correct any deficiencies found and to provide any other consultation as needed.
120. For any phased implementations or processes, the warranty period for each phase or process will begin only when Vendor has fully implemented the phase or process and MDMR has accepted the phase or process as functioning properly and in coordination with any previously implemented phase(s) or process(es).
121. The Vendor must agree to warrant all proposed application software to be free of errors for a minimum period of one year after acceptance. During this period, the Vendor must agree to correct, at his own expense, any discovered errors. If the system

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fails during warranty period due to a defect, the Vendor will offer a workaround solution within 24 hours and a full fix within five business days.

122. The Vendor must state and discuss the full warranty offered during the warranty period on all proposed software and services and indicate if it is longer than the minimum.
123. This warranty must cover all components for which services were provided, including all programs, forms, screens, reports, subroutines, utilities, file structures, documentation, interfaces, conversions, configurations, or other items provided by the Vendor.
124. The Vendor must agree that all corrections made during the warranty period are integral to work associated with this project and will therefore be made at no additional charge.

Q. Additional Requirements

125. ITS acknowledges that the specifications within this RFP are not exhaustive. Rather, they reflect the known requirements that must be met by the proposed solution. Vendors must specify, here, what additional components may be needed and are proposed in order to complete each configuration.
126. If any components necessary for the successful operation of the proposed solution are omitted from the Vendor's proposal, Vendor must be willing to provide the component(s) at no additional cost. This includes but is not limited to all components necessary for vendor hosting, secure web portals, web application servers, web services, mobile and non-mobile access, mobile and hybrid applications, database/servers, networking, technologies, and support and maintenance of the proposed solution.

R. Change Order Process

127. After implementation and acceptance of the services procured by this RFP, MDMR may require additional services, such as enhancements or other system related needs. Vendor must include a fully loaded change order rate as a separate line in the Vendor's Cost Information Submission, Section VIII of this RFP.